

Introduction to the Transformative Service Systems for a Sustainable World Minitrack

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Rooted in the foundations of service science, *Transformative Service Systems for a Sustainable World* represents the field's ongoing evolution toward addressing complex environmental, social, and cultural challenges. Whereas service science traditionally examines how people, organizations, and technologies interact to co-create value, the transformative perspective extends this focus to understanding how service systems adapt, innovate, and reconfigure to foster sustainability, resilience, and human well-being.

This shift reflects a broader recognition that achieving sustainability and resilience requires system-level change that is enabled by interdisciplinary collaboration, technological innovation, and inclusive design. Transformative service systems emphasize enhancing system viability through advances in governance, process design, and technology adoption, connecting service research with global efforts toward Sustainable Development Goals (SDGs).

For HICSS-59 (2026), the *Transformative Service Systems for a Sustainable World* minitrack focuses on issues of sustainability and resilience emerging from service system transformations driven by new technologies and service innovations, highlighting how such transformations can create sustainable, inclusive, and adaptive futures.

This year, this minitrack received six submissions and three were accepted for publication (50% acceptance rate). Collectively, these papers examine how transformative service systems operate across different contexts and levels of resilience, reflecting the evolving role of service science in addressing sustainability and well-being challenges.

The first paper examines sustainable power generation, analyzing how sustainability orientation and knowledge of power balancing mechanisms influence technology adoption among photovoltaic (PV) prosumers. The second focuses on urban resilience, showing how generational diversity strengthens the vitality of retail districts through intergenerational interaction and inclusive local economies. The third addresses digital resilience, developing a scale to capture value co-destruction in online parenting forums and revealing how social interactions and institutional arrangements affect vulnerable users.

Collectively, these studies demonstrate the breadth of transformative service research—from sustainable energy transitions to digital inclusion and resilient urban ecosystems—advancing the understanding of how service systems can foster sustainability, adaptability, and human well-being.